

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (currently amended) A platform-independent method for managing exceptions in at least one communications network having a plurality of nodes interconnected with communication lines, comprising:

AI remotely accessing at least one communications network having a plurality of nodes consisting at least in part of at least one self-service financial transaction terminal interconnected with communication lines;

remotely storing exception data;

remotely prioritizing said exception data;

remotely monitoring said exception data;

remotely transmitting a corrective response to a destination node, wherein said corrective response is identified by a destination node command and wherein said corrective response further comprises a command issued directly to the destination node by a user for a corrective action on the destination node selected from a group of corrective actions consisting at least in part of a start command, a stop command, a reboot command, and a change current version of software command; and

remotely monitoring said destination node command associated with said destination node to determine a status of said corrective response.

2. (original) The method of claim 1, further comprising:

remotely constructing an exceptions commands log;

remotely administering said exceptions command log; and

remotely printing said exceptions command log.

3. (original) The method of claim 1, further comprising:

remotely constructing a report, wherein said report is a trouble ticket

associated with said exception data.

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4. (original) The method of claim 3, wherein said trouble ticket further comprises said destination node command associated with said exception data.
 5. (original) The method of claim 4, further comprising:
 - remotely storing said trouble ticket;
 - remotely administering said trouble ticket; and
 - remotely printing said trouble ticket.
 6. (original) The method of claim 1, further comprising:
 - remotely administering said exception data; and
 - remotely administering destination node command data.
 7. (original) The method of claim 1, wherein said exception data further comprises identification of at least one destination node categorized by at least one of the following parameters for said destination node:
 - node filtering;
 - device filtering;
 - message filtering; and
 - audible alert filtering.
 8. (original) The method of claim 1, wherein said nodes further comprise a plurality of delivery system nodes.
 9. (original) The method of claim 1, wherein said nodes further comprise a plurality of secondary system nodes.
 10. (original) The method of claim 1, wherein said nodes are automated teller machines.

11. (original) The method of claim 1, wherein said nodes are bank servers.
12. (original) The method of claim 1, wherein said nodes are communication servers.
- AI 13. (original) The method of claim 1, wherein said nodes are financial servers.
14. (original) The method of claim 1, wherein said communications network is a financial institution's communications network.
15. (original) The method of claim 1, further comprising:
remotely providing a help mechanism to a user.
16. (currently amended) A platform-independent system for managing exceptions in at least one communications network having a plurality of nodes interconnected with communication lines, comprising:
means for remotely accessing at least one communications network having a plurality of nodes consisting at least in part of at least one self-service financial transaction terminal interconnected with communication lines;
means for remotely storing exception data;
means for remotely prioritizing said exception data;
means for remotely monitoring said exception data;
means for remotely transmitting a corrective response to a destination node, wherein said corrective response is identified by a destination node command and wherein said corrective response further comprises a command issued directly to the destination node by a user for a corrective action on the destination node selected from a group of corrective actions consisting at least in part of a start command, a stop command, a reboot command, and a change current version of software command; and

means for remotely monitoring said destination node command associated with said destination node to determine a status of said corrective response.

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17. (original) The system of claim 16, further comprising:
means for remotely constructing an exceptions commands log;
means for remotely administering said exceptions command log; and
means for remotely printing said exceptions command log.
18. (original) The system of claim 16, further comprising:
means for remotely constructing a report, wherein said report is a trouble ticket associated with said exception data.
19. (original) The system of claim 18, wherein said trouble ticket further comprises said destination node command associated with said exception data.
20. (original) The system of claim 19, further comprising:
means for remotely storing said trouble ticket;
means for remotely administering said trouble ticket; and
means for remotely printing said trouble ticket.
21. (original) The system of claim 16, further comprising:
means for remotely administering said exception data; and
means for remotely administering destination node command data.
22. (original) The system of claim 16, wherein said exception data further comprises identification of at least one destination node categorized by at least one of the following parameters for said destination node:
node filtering;
device filtering;

message filtering; and
audible alert filtering.

23. (original) The system of claim 16, wherein said nodes further comprise a plurality of delivery system nodes.

24. (original) The system of claim 16, wherein said nodes further comprise a plurality of secondary system nodes.

25. (original) The system of claim 16, wherein said nodes are automated teller machines.

26. (original) The system of claim 16, wherein said nodes are bank servers.

27. (original) The system of claim 16, wherein said nodes are communication servers.

28. (original) The system of claim 16, wherein said nodes are financial servers.

29. (original) The system of claim 16, wherein said communications network is a financial institution's communications network.

30. (original) The system of claim 16, further comprising:
means for remotely providing a help mechanism to a user.

31. (currently amended) A method for detecting, isolating, categorizing, and resolving exceptions within network nodes, comprising:

displaying a user module for viewing, selecting, inputting, and
transmitting a request from a user to a network exception-based system
management system;

accepting said request upon submission by said user;

transmitting exception data associated with a destination node from said request to said exception-based system management system, wherein said destination node further comprises one of a plurality of self-service financial transaction terminals;

translating said exception data into a corrective action work request;

processing said corrective action work request, wherein said corrective action work request further comprises a command issued directly to the destination node by a user for a corrective action on the destination node selected from a group of corrective actions consisting at least in part of a start command, a stop command, a reboot command, and a change current version of software command;

storing results from said corrective action work request; and

sending said results to be displayed by said user interface.

32. (original) The method of claim 31, further comprising:
- administering said exception data associated with said destination node;
 - and
 - managing said exception data associated with said destination node.
33. (original) The method of claim 31, further comprising:
- administering said results associated with said destination node; and
 - managing said results associated with said destination node.
34. (original) The method of claim 31, wherein said corrective action work request comprises an on-line request to monitor at least one of said destination nodes in real-time.
35. (original) The method of claim 31, wherein said corrective action work request further comprises a destination node command to initiate a corrective

response to at least one of said destination nodes in real-time.

36. (original) The method of claim 31 wherein said user interface comprises at least one of the following user modules selected from a group of user modules comprising:

- a login module;
- an administration module;
- a branch module;
- a detail module;
- an exception module;
- a command module;
- a ticket module;
- a ticket browser module; and
- a status module.

37. (original) The method of claim 31, wherein said destination nodes further comprise a plurality of delivery system nodes.

38. (original) The method of claim 31, wherein said destination nodes further comprise a plurality of secondary system nodes.

39. (original) The method of claim 31, wherein said network nodes comprise a financial institution's network nodes.

40. (original) The method of claim 31, wherein said destination nodes are automated teller machines.

41. (original) The method of claim 31, wherein said destination nodes are bank servers.

42. (original) The method of claim 31, wherein said destination nodes are communication servers.

43. (original) The method of claim 31, wherein said destination nodes are financial servers.

AI 44. (original) The method of claim 31, further comprising:
means for remotely providing a help mechanism to a user.

45. (currently amended) A system for detecting, isolating, categorizing, and resolving exceptions within network nodes, comprising:

means for displaying a user module for viewing, selecting, inputting, and transmitting a request from a user to a network exception-based system management system;

means for accepting said request upon submission by said user;

means for transmitting exception data associated with a destination node from said request to said exception-based system management system, wherein said destination node further comprises one of a plurality of self-service financial transaction terminals;

means for translating said exception data into a corrective action work request;

means for processing said corrective action work request, wherein said corrective action work request further comprises a command issued directly to the destination node by a user for a corrective action on the destination node selected from a group of corrective actions consisting at least in part of a start command, a stop command, a reboot command, and a change current version of software command;

means for storing results from said corrective action work request; and

means for sending said results to be displayed by said user interface.

46. (original) The system of claim 45, further comprising:
means for administering said exception data associated with said destination node; and
means for managing said exception data associated with said destination node.
- AI 47. (original) The system of claim 45, further comprising:
means for administering said results associated with said destination node; and
means for managing said results associated with said destination node.
48. (original) The system of claim 45, wherein said corrective action work request comprises an on-line request to monitor at least one of said destination nodes in real-time.
49. (original) The system of claim 45, wherein said corrective action work request further comprises a destination node command to initiate a corrective response to at least one of said destination nodes in real-time.
50. (original) The system of claim 45 wherein said user interface comprises at least one of the following user modules selected from a group of user modules comprising:
a login module;
an administration module;
a branch module;
a detail module;
an exception module;
a command module;
a ticket module;
a ticket browser module; and

a status module.

51. (original) The system of claim 45, wherein said destination nodes further comprise a plurality of delivery system nodes.

52. (original) The system of claim 45, wherein said destination nodes further comprise a plurality of secondary system nodes.

AI 53. (original) The system of claim 45, wherein said network nodes comprise a financial institution's network nodes.

54. (original) The system of claim 45, wherein said destination nodes are automated teller machines.

55. (original) The system of claim 45, wherein said destination nodes are bank servers.

56. (original) The system of claim 45, wherein said destination nodes are communication servers.

57. (original) The system of claim 45, wherein said destination nodes are financial servers.

58. (original) The system of claim 45, further comprising:
means for remotely providing a help mechanism to a user.

59. (currently amended) A platform-independent system for managing exceptions in at least one communications network having a plurality of nodes interconnected with communication lines, comprising:

a network exception-based system management system coupled to at

least one communications network having a plurality of nodes consisting at least in part of at least one self-service financial transaction terminal ;

an applet that is sent with a web page to said network exception-based system management system; and

a plurality of client terminals, coupled to said applet via said communications network, for user interaction with said network exception-based system management system, wherein said user interaction further comprises a command issued directly to a destination node by the user for a corrective action on the destination node selected from a group of corrective actions consisting at least in part of a start command, a stop command, a reboot command, and a change current version of software command.

60. (currently amended) The system of claim 59, ~~wherein said communications network further comprises~~ comprising at least one memory component coupled to said communications network.

61. (currently amended) The system of claim 60, ~~wherein said communications network further comprises~~ comprising at least one database stored in said memory component.

62. (currently amended) The system of claim 61, ~~wherein said communications network further comprises~~ comprising at least one database processor coupled to said communications network capable of processing data contained in said database.

63. (currently amended) The system of claim 59, ~~further comprising a request to wherein~~ said network exception-based system management system is adapted for receiving a communication comprising a request.

64. (currently amended) The system of claim 63, wherein said network exception-based system management system is further adapted for receiving said request is

~~communicated to said network exception-based system management system by said~~
user interaction.

65. (currently amended) The system of claim 64, wherein said network exception-based system management system is further adapted for receiving said request further comprises via a pre-formatted user module.

AI 66. (original) The system of claim 65, wherein said pre-formatted user module comprises at least one of the following user modules selected from a group of user modules comprising:

- a login module;
- an administration module;
- a branch module;
- a detail module;
- an exception module;
- a command module;
- a ticket module;
- a ticket browser module; and
- a status module.

67. (original) The system of claim 66, wherein said pre-formatted user module is communicated by said applet by said network exception-based system management system to one of a internet, an intranet or an extranet.

68. (original) The system of claim 67, wherein said request further comprises an on-line request to monitor at least one of said nodes associated with an exception in real-time.

69. (original) The system of claim 68, wherein said request further comprises a destination node command to initiate a corrective response to at least one of said

nodes associated with an exception in real-time.

70. (currently amended) A platform-independent system for managing exceptions in at least one communications network having a plurality of nodes interconnected with communication lines, comprising:

a network exception-based system management system coupled to at least one communications network having a plurality of nodes consisting at least in part of at least one self-service financial transaction terminal ;

an application that is downloaded from a web page to said network exception-based system management system; and

a plurality of client terminals, coupled to said application via said communications network, for user interaction with said network exception-based system management system, wherein said user interaction further comprises a command issued directly to a destination node by the user for a corrective action on the destination node selected from a group of corrective actions consisting at least in part of a start command, a stop command, a reboot command, and a change current version of software command.

71. (currently amended) The system of claim 70, ~~wherein said communications network further comprises~~ comprising at least one memory component coupled to said communications network.

72. (currently amended) The system of claim 71, ~~wherein said communications network further comprises~~ comprising at least one database stored in said memory component.

73. (currently amended) The system of claim 72, ~~wherein said communications network further comprises~~ comprising at least one database processor coupled to said communications network capable of processing data contained in said database.

74. (currently amended) The system of claim 70, ~~further comprising a request to~~ wherein said network exception-based system management system is adapted for receiving a communication comprising a request.

75. (currently amended) The system of claim 74, wherein said network exception-based system management system is further adapted for receiving said request is ~~communicated to said network exception-based system management system by said~~ user interaction.

76. (currently amended) The system of claim 75, wherein said network exception-based system management system is further adapted for receiving said request ~~further comprises~~ via a pre-formatted user module.

77. (original) The system of claim 76, wherein said pre-formatted user module comprises at least one of the following user modules selected from a group of user modules comprising:

- a login module;
- an administration module;
- a branch module;
- a detail module;
- an exception module;
- a command module;
- a ticket module;
- a ticket browser module; and
- a status module.

78. (original) The system of claim 77, wherein said pre-formatted user module is communicated by said application by said network exception-based system management system to one of a internet, an intranet or an extranet.

79. (original) The system of claim 78, wherein said request further comprises an on-line request to monitor at least one of said nodes associated with an exception in real-time.

AI 80. (original) The system of claim 79, wherein said request further comprises a destination node command to initiate a corrective response to at least one of said nodes associated with an exception in real-time.
